

North-Central WA Integrated Managed Care implementation: Timeline for client communications

GOALS:

1. Send postcard (e.g., 19-048) to all North-Central clients advising they will no longer receive BH benefits through a BHO, and will begin receiving them through either managed care or a BHSO beginning 1/1/18
2. Send flyer (e.g., 22-050) to all North-Central clients with more information, including list of all plans available
3. Update plan selection form (e.g., 2015-MC 083) to reflect new choices
3. Send *Apple Health Integrated Managed Care* booklet (e.g., 19-046), including plan selection form, to new clients in managed care plans
4. Send *Apple Health Behavioral Health Services Only* booklet (e.g., 19-049), including plan selection form, to new fee-for-service clients
5. Update IVR plan choices for both FIMC and BHSO clients on MACSC phone lines

